

CHARLES COUNTY GOVERNMENT



FY 2016 EMPLOYEE TRAINING AND DEVELOPMENT CATALOG

CHARLES COUNTY TRAINING & DEVELOPMENT PROGRAM GENERAL INFORMATION

The Training Division is committed to providing educational and professional skill development opportunities to all Charles County Government employees. These opportunities help employees achieve personal goals and perform their current job responsibilities more effectively in order to meet and exceed the expectations from Charles County residents and other customers.

Our catalog has a distinct look. Below are the facts to help you use this catalog effectively.

COURSE TITLES: Programs are listed in alphabetical order, in two main sections: General and Leadership Training; and Computer Training. The General and Leadership Training section includes classes for all employees, supervisors, and the Leadership Academy series. The next section lists Computer training classes.

DATE, TIME, and LOCATION: The date, time, and location of the course is provided. Some programs are offered more than once. Each date is listed. Most classes are 3 or 4 hours long. A few classes are all day. If an all-day class you are attending ends early, please be sure to clear it with your supervisor if you are not returning to the office or work site.

PARTICIPANTS: This identifies the recommended level of the participant. Please note that the majority of programs will be open to all employees, while some may be designed specifically for supervisors. Unless otherwise indicated, programs are open to all Charles County Government employees.

CLASS SIZE: Due to space limitations and in order to maximize the learning environment, class size will be limited to a certain number of students.

COURSE DESCRIPTION: Listed is a brief description of content and objectives for each class.

If you have any questions or comments about program content, training needs, or suggestions for future topics, please contact Nikki Bradburn at bradburn@charlescountymd.gov or (301) 645-0548.

The Department of Human Resources reserves the right to substitute instructors, change the day a program is held, or cancel programs due to low enrollment or unforeseen events.

REGISTRATION PROCEDURES

A registration form is included for program selection. Please copy and complete a registration form, **route through your department for supervisory approval**, and forward it to the Department of Human Resources (HR). We can only register employees for classes with written supervisory approval.

CONFIRMATION - HR will send a confirmation to you once you are REGISTERED or on a WAITING LIST for the program(s) you requested. If you are not sure of your status the day before a class, do not assume that you are IN (or OUT); please call HR at (301) 645-0585.

PROGRAM CANCELLATION - If a program is canceled due to insufficient enrollment, people who have registered will be notified at least one week in advance. Please register early. You will be notified as soon as possible if the class is canceled or if the day, time, or location is changed.

INCLEMENT WEATHER - If County Government is closed, half-day classes scheduled for that day will be cancelled and will be rescheduled as soon as possible. Depending on the schedule, full-day classes may still be held. If unsure about the status of a class, email or call Nikki Bradburn at bradburn@charlescountymd.gov or (301) 645-0548. There will be an outgoing message regarding the class status.

WAITING LIST - Registration is on a first-come, first-served basis. If you are on the waiting list for a program, the class is full. If space becomes available you will be notified.

ATTENDANCE - Promptness and full attendance is expected from all participants.

CANCELLATIONS - If you are unable to attend a program you are registered for, please let your supervisor and HR know as soon as possible, to allow someone on the waiting list to take your place.

NO SHOWS - You will be marked "absent" if you register for a program and do not attend.

PARTIAL ATTENDANCE - If you miss an essential part of the program, credit for the program may not be issued. Please do not register for a program unless you can remain for the entire time.

LATE ARRIVALS - Late arrivals are a distraction to everyone. Please try to be on time.

TRAINING REGISTRATION FORM

Send to: Human Resources - Nikki Bradburn

To register for a training class, please complete this form. Please copy this form and submit one copy per employee to the Department of Human Resources (HR). This form will not be accepted unless it is signed by the Supervisor, Division Chief, or Department Head. Training reminders will be sent prior to each class.

It may not be possible to accommodate all requests for a particular class on a specific date, as some may fill quickly. Some classes may be rescheduled or canceled if enrollment is low. Employees and supervisors will be notified of changes as soon as possible.

An employee requiring accommodation under ADA may contact Nikki Bradburn at -2548.

CHARLES COUNTY TRAINING & DEVELOPMENT REGISTRATION

Please print the following information.

Date: _____ Participant's Name: _____
Job Title: _____ Work Phone: _____
Department: _____ Division: _____
Circle One: Part-time Full-time Desktop Computer: YES NO
Supervisor's Signature: _____
Division Head's Signature: _____
Dept. Head's Signature (if required): _____

Please note if you are attending any courses as part of the Leadership Academy by writing LA next to the Course Title.

COURSE TITLE	DATE	TIME

GENERAL AND LEADERSHIP DEVELOPMENT COURSES



CLASSES FOR ALL EMPLOYEES

Course Title: Assertive Communication Skills

Dates: September 9, 2015

Time: 8:30 am – 4:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

The ability to assert yourself with confidence and poise will help you gain the support of your colleagues without seeming either shy or pushy. The assertive person gets things done while commanding respect. Participants learn to be more appropriately assertive by acquiring skills and techniques that allow them to handle situations with composure and confidence while learning to be effective communicators and problem solvers.

Course Title: Communicating Across Cultures

Date: January 21, 2016

Time: 8:30 am – 4:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

Cultures are complex. We share many common traits as humans, but our cultures make us very different. Although those differences make us unique, they can sometimes contribute to miscommunication in the workplace or in day-to-day activities. This class addresses cultural differences and how these differences affect our communication. Learn more about cultural diversity, customs, gestures, and how to communicate effectively across cultures.

Course Title: Conversational Spanish

Date: 6 sessions, starting October 6, 2015

Time: 9:00 am – 12:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 18 max



This entry-level conversational Spanish course for workers provides development of basic greetings and phrases necessary to effectively communicate in practical work conversations. The course covers listening for interpreting and practical applications that will be dedicated to terminology, phrases, and/or conversation specific to participant's jobs. **Please note:** Participants must attend all 6 sessions.

Course Title: Customer Service

Dates: October 1, 2015; OR May 12, 2016

Time: 8:30 am – 12:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

Excellent customer service is rarely an accident. It happens because of management priorities and clear organizational commitment. Businesses now realize that good customer service training results in an organization focused on providing first-rate customer service excellence, both internally and externally. Customer skills will be explored in depth. Topics include skills assessment, customer categories and their service needs, listening with empathy, offering alternatives, and exceeding customers' expectations. This class is strongly encouraged for all employees.

MISSION STATEMENT – The mission of Charles County Government is to provide our citizens the highest quality service possible in a timely, efficient and courteous manner. To achieve this goal, our government must be operated in an open and accessible atmosphere, be based on comprehensive long- and short-term planning and have an appropriate managerial organization tempered by fiscal responsibility. We support and encourage efforts to grow a diverse workplace.

Course Title: Dealing With Difficult People

Dates: February 3, 2016; OR May 18, 2016

Time: 8:30 am – 12:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

Most of us are forced to deal with difficult people daily. Whether at home or at work, we need to recognize difficult personality types and how to deal with them effectively. This class teaches the skills necessary for dealing with hard-to-handle people as well as learning how to offer and receive criticism.

Course Title: Effective Business Writing

Dates: February 17, 2016

Time: 8:30 am – 4:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

Success in business relies on clear and concise communication, making those who possess effective writing skills a valuable component in any organization. This course will cover sentence structure, punctuation, outlining format, eliminating irrelevancies and redundancies. Participants will learn to organize thoughts for conciseness.

Course Title: Frontline Essentials

Dates: December 1, 2015; OR March 9, 2016

Time: 8:30 am – 12:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max



This course will focus on professional behaviors and proper business etiquette that is the required standard in every office environment. Participants will be provided with techniques and tools needed to maintain a professional image and provide high quality customer service. The importance of a positive attitude and communication skills will be discussed. Discover the five keys to great customer service that any organization can implement.

Course Title: Managing Multiple Priorities and Projects

Dates: November 4, 2015

Time: 8:30 am – 4:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

In a fast-paced business environment, managing multiple priorities and projects helps you accomplish the things that matter most in your professional and personal life. Discover value-based time and life management principles and skills to focus on priorities and critical tasks and objectives. Apply short-term and long-term planning to eliminate time wasters and improve your productivity. Learn how to effectively use planners, e-calendars, and other tools to enhance your ability to plan, organize, prioritize, eliminate procrastination, and relieve self-induced stress.

Course Title: Presentation Skills

Dates: April 6, 2016

Time: 8:30 am – 4:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

Identify presentation skills and techniques that will help you to deliver a clear and credible presentation or briefing to a small group, team, or individual. Determine the presentation focus and the importance of preparing the right content. Discuss the impact of non-verbal aspects of presentations and briefings including perceptions, appearance, and eye contact. Practice overcoming anxiety. Develop more confidence and comfort while presenting to a small group.

Course Title: Sexual Harassment and Discrimination Awareness Training

Dates: January 28, 2016; OR June 15, 2016

Time: 8:30 am – 12:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

All staff should have a clear understanding of the legal, policy, and intervention concerns related to preventing harassment in the workplace. This course will discuss and define sexual harassment, quid pro quo, hostile work environment, and subtle sexual harassment. It will also cover workplace discrimination as well as bullying. This class is strongly encouraged for employees who have not yet completed Sexual Harassment and Diversity.

Charles County Government has a zero tolerance policy against sexual harassment, violence, and discrimination. Employees and supervisors may refer to Chapter 2 in the County's Personnel Policy & Procedures Manual for more information.

Course Title: Smart E-mail**Dates:** January 14, 2016; OR June 9, 2016**Time:** 8:30 am – 12:00 pm**Location:** College of Southern Maryland (CSM)**Class Size:** 30 max

Office workers often spend at least three hours a day writing and reading e-mail. E-mail is an inexpensive, highly efficient tool for communicating, but it also exposes its users to liability – legal and professional. This course teaches attendees how to get the most of this technology while also protecting themselves and their agency from its hazards. Learn how to communicate more effectively through e-mail by tailoring your message, carefully selecting your words, and using tact.

Course Title: Stress Management**Dates:** November 17, 2015**Time:** 8:30 am – 12:00 pm**Location:** College of Southern Maryland (CSM)**Class Size:** 30 max

Take an inventory of your stress levels and develop an action plan to reduce stress. Participants will learn to recognize the warning signs of excessive stress and identify its personal, social, and professional sources. Participate in activities which will help you recognize stress and offer you techniques to cope with different types of personal and organizational stress.

Course Title: Time Management**Dates:** August 27, 2015; OR May 5, 2016**Time:** 8:30 am – 12:00 pm**Location:** College of Southern Maryland (CSM)**Class Size:** 30 max

In a fast-paced business environment, time management helps you accomplish the things that matter most in your professional and personal life. Discover value-based time and life management principles and skills to focus on priorities and critical tasks and objectives. Apply short-term and long-term planning to eliminate time wasters and improve your productivity. Enhance your ability to plan, organize, prioritize, eliminate procrastination, and relieve self-induced stress.

Think you don't have time to attend training? You can learn new skills, enhance existing skills, and keep current on trends. Attending training classes also gives you a chance to meet employees in other departments. With all the benefits of training, it is time well spent!



CLASSES FOR ALL SUPERVISORS

Course Title: Coaching for Improved Performance

Dates: October 16, 2015

Time: 8:30 am – 4:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

Coaching is the one essential business skill every manager, team leader, and team member needs in today's workplace. While the traditional coach acts as the expert and gives instruction, the coach in the new high-involvement organization helps people succeed by enabling them to manage and lead themselves. Coaching gives everyone the ability to bring out the best in each other; it makes teamwork happen. This powerful program helps participants learn to unlock the potential in others and in themselves.

Course Title: Engaging the Employee

Dates: September 29, 2015 OR March 2, 2016

Time: 8:30 am – 12:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

How much does the value of your employee factor into customer satisfaction and organization success? This course emphasizes the crucial role managers have on employee performance in their organization. Workplaces with engaged employees do a better job of keeping employees, satisfying customers, and being financially productive and profitable. Based on research of businesses worldwide, this training focuses on how leaders can influence employee engagement and increase the job satisfaction and performance in their organizations.



LEADERSHIP ACADEMY

The Leadership Academy is designed for supervisors of all levels. Participants attend 7 Core Courses together, as a group. They learn together, share ideas and information, and become more familiar with other departments and functions. After the Core Courses, participants may select 4 electives from the 9 offerings. After completing this course of study, participants graduate from the Leadership Academy with the tools and information they need to become more effective leaders. The Leadership Academy Core Courses are listed in the order in which they should be taken.

CORE COURSES

[The Core Courses are listed in order of completion.] Participants attend all 7 of the Core Courses.

Course Title: Leadership Academy Orientation

Dates: April 21, 2016; future dates TBD

Times: 9:00 am to 10:00 am

Location: County Government Building

Class Size: 30 max

Learn more about the Leadership Academy in this brief introduction. You will hear about the progression and purpose of the Leadership Academy; what to expect; and how you can make the most out of the program. In this interactive session, you will also have the opportunity to meet others in your cohort and share what you would like to learn from the classes.

Course Title: Supervisor Basics**Dates:** August 11, 2015 OR April 28, 2016**Time:** 8:30 am – 4:00 pm**Location:** College of Southern Maryland (CSM)**Class Size:** 30 max

Supervisors will learn the skills, knowledge, and abilities to manage their areas of responsibility more effectively. Managing people in organizations can be challenging, though managing effectively is critical to meeting the organization's objectives. This course is designed to help the supervisor understand their role and responsibilities as well as the importance of good communication in effectively managing others.

Course Title: Delegation Skills for Supervisors**Dates:** September 25, 2015 OR February 11, 2016 OR May 19, 2016**Time:** 8:30 am – 12:00 pm**Location:** College of Southern Maryland (CSM)**Class Size:** 30 max

Delegation is a powerful motivation tool! Effective delegation requires a leader to have a clear idea of what needs to be done, how to communicate the task effectively, and how to follow-up to ensure tasks delegated are completed properly. Through proper delegation techniques leaders can encourage team participation and employee development. Improve your team members' productivity and your own effectiveness by learning to delegate properly.

Course Title: Giving Feedback**Dates:** October 20, 2015 OR March 10, 2016 OR June 1, 2016**Time:** 8:30 am – 12:00 pm**Location:** College of Southern Maryland (CSM)**Class Size:** 30 max

Feedback is an important part of our communication process. Giving and receiving feedback is a necessary skill and can involve anyone in an organization, whether it is manager-to-employee, peer-to-peer, or employee-to-manager. This class will cover two types of feedback: positive feedback for reinforcing positive behavior, and corrective feedback for correcting negative behavior. The purpose of this course is to help you improve your skills in giving both types of feedback and identify the purposes feedback serves.

Supervisors should be giving their employees feedback throughout the year. Remember: there should be no surprises on an annual performance appraisal.

Course Title: Strategic Communication: Be Heard, Be Understood, and Listen

Dates: November 10, 2015 OR April 21, 2016

Time: 8:30 am – 4:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

Effective and concise communication is critical to high productivity, good morale, and a strong team spirit. When people in your organization are communicating effectively, they are informed and able to participate, contribute, and add value to their jobs and the organization. Supervisors will identify communication styles and adapt their delivery and message to match the style of the recipient. Learn practical and adaptive strategies for informing and influencing others no matter where they fit in the organizational chart.

NOTE: Due to feedback from participants, this course replaces Strategic Planning in the Leadership Academy series. Leadership Academy participants who have already completed the Strategic Planning class will not need to also attend this class.

Course Title: Team Building

Dates: December 9, 2015 OR May 4, 2016

Time: 8:30 am – 12:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max



Team Building focuses on the principles of effective communication and conflict management to build effective working teams. Explore the role of team members, the ideal team, and the value of working together. Participate in exercises that demonstrate that working together effectively minimizes workplace stress and frustration and improves morale and quality of work. Exercises also help individuals deal with different personal styles and preferences to work as a team and manage conflicts for the good of the team members.

Course Title: Personnel Policy & Procedures Manual for Supervisors**Dates:** October 29, 2015**Time:** 8:30 am – 3:30 pm**Location:** County Government Building, Conference Room**Class Size:** 30 max

HR developed this course with supervisors in mind, to review the Personnel Manual from the supervisor's perspective and answer your questions. You will learn more about the County's salary policies in hiring and promotions; what progressive discipline means, and how the County applies this concept; what a supervisor's responsibilities are when an employee requests FMLA; and much more. You will also have an opportunity to ask questions and hear from other supervisors about their experiences.

LEADERSHIP ACADEMY ELECTIVES

Participants may select 4 of these electives to complete participation in the Leadership Academy. They may attend more if they wish, but are only required to attend 4 for the Leadership Academy.

Course Title: Communication Skills for Supervisors**Dates:** January 27, 2016 OR May 11, 2016**Time:** 8:30 am – 4:00 pm**Location:** College of Southern Maryland (CSM)**Class Size:** 30 max

Clear communication is critical to motivating employees and maintaining good morale. Supervisors will identify communication styles and adapt their delivery and message to match the style of the employee. Better communication skills help supervisors maximize creativity, influence decisions, and improve work quality. Supervisors will learn how to develop an open environment conducive to better communication and become a more persuasive communicator.

Course Title: County Recruitment Process**Dates:** November 9, 2015 OR March 28, 2016**Time:** 9:00 am – 12:00 pm**Location:** County Government Building, Conference Room**Class Size:** 30 max

This class focuses on everything you ever wanted to know about recruitment, but never thought to ask! Participants will learn the steps in the recruitment process for Charles County Government and the important role supervisors play in this process. Learn more about what to look for in an application and resume to find the ideal candidate. Learn what you can and cannot ask in interviews – and why. Supervisors will be armed with the tools they need to hire the most successful, long-term candidate possible.



Course Title: Effective Meetings

Dates: October 7, 2015 OR February 25, 2016

Time: 8:30 am – 12:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

Participants will learn the skills needed to productively conduct and participate in effective meetings. Through the use of lecture, role playing, and class interaction, participants utilize their skills in real-life simulations prior to actually applying them at work. Learn how a meeting can become focused, efficient, quick, targeted, and most importantly, have a productive impact on the organization's bottom-line. Participants will practice how to effectively prepare, manage, facilitate, and participate in meetings.

Course Title: Interviewing Skills for Managers

Dates: October 28, 2015 OR March 16, 2016

Time: 8:30 am – 12:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

The best hiring decisions result in productive employees who enjoy their responsibilities and contribute to your organization's success. Learn the art of identifying high performers utilizing job-based competencies and listening for results. Effectively use the interview process to identify and verify patterns of success, sources of motivation, and will to succeed – characteristics of high performers. Also covered in this course is how to identify legal issues in hiring and how to avoid violations.

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To ensure fairness and consistency in the interview process, Charles County Government conducts panel interviews. Representatives from the County sit on a panel to interview each candidate, asking the same questions of each. The panel usually consists of a representative from Human Resources; the direct supervisor of the open position; and a representative or Personnel Coordinator from the hiring department.  
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Course Title: Motivating Employees

Dates: November 6, 2015 OR March 17, 2016 OR June 8, 2016

Time: 8:30 am – 12:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

Do you want to work with the best? Motivation is closely related to employee productivity and retention. Learn to motivate employees to get high productivity. This course will help participants understand the basic concepts of motivation and how to apply those in the work setting. Learn to identify tools to maximize the performance of all employees as well as strategies to deal with poor performance effectively. Learn about factors that affect employee motivation including individual value, interpersonal support, and focused work.

Course Title: Onboarding: Orienting New Employees

Dates: TBD

Time: 9:00 am – 12:00 pm

Location: County Government Building, Conference Room

Class Size: 30 max

Congratulations! You have a new employee who will start working for the County in two weeks. Now what? In this class, supervisors will learn what they can do to make the new employee feel welcome before he/she even starts work. Learn what steps you, as the supervisor, should take on the new employee's first day, first week, and beyond to help the employee become more productive quicker.



Supervisors: Want to make a new employee feel welcome before he/she even walks in the door the first day? Call the new employee to say hello, make sure he/she knows where to report, where to park, and the dress code. It sets the right tone.

Course Title: Problem-Solving & Decision-Making

Dates: January 13, 2016 OR April 7, 2016

Time: 8:30 am – 4:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

Some people find it easy to solve problems or challenges in the workplace while others find it almost impossible. Solving tough problems requires the ability to define the true problem, analyze the possible causes, create options, and select the most feasible option. This class helps individuals improve their decision-making ability and learn a problem-solving process to reach win-win decisions.

Course Title: Step Up to Supervisor

Dates: April 20, 2016 OR June 22, 2016

Time: 8:30 am – 12:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

Making the transition from colleague to boss is a tough situation with unique challenges. This course is for those who have been promoted into a supervisory role and for those having a difficult time supervising their buddies. Specific areas addressed include how to set boundaries, run successful workgroups, goal setting and expectations, performance feedback, general supervision issues, and staff motivation.

One difficulty new supervisors often face is how to supervise employees who were once their peers. This class can help new supervisors, as well as seasoned veterans, learn how to navigate this situation for ultimate success.

Course Title: Supervising Multiple Generations

Dates: September 23, 2015 OR April 27, 2016

Time: 8:30 am – 12:00 pm

Location: College of Southern Maryland (CSM)

Class Size: 30 max

Most of us have the tendency to think everyone sees the world the same way we do. In reality we all have different perspectives due to different frames of reference. This training will provide supervisors with an understanding of the characteristics, attitudes, and values of each generation. Participants will be given guidance on how to communicate and motivate more effectively with each of the four generations in order to create a cohesive workplace. Learn approaches to coach, engage, and motivate employees by understanding their generational perspective and to strengthen the value your employees can provide.

COMPUTER TRAINING

**All computer training classes are held in the County Government Building,
in the Computer Training Room,
from 9:00 am until 12:00 pm (unless otherwise noted).**

Course Title: Access Basic

Dates: October 26, 2015 OR January 28, 2016

This class is an introduction to database concepts and the Access environment. Students will learn how to design and create databases; work with tables, fields, and records; sort and filter data; and set field properties and data entry rules. Students will then learn to create queries, forms, and reports.

Course Title: Access Forms & Reports in Depth

Dates: December 10, 2015 OR April 20, 2016

Times: 12/10: 1 pm to 4 pm; 4/20: 9 am to 12 pm

This course shows students how to manage data entry and reporting tasks using Access. Basic and Intermediate topics are covered. Student should have a basic understanding of using Access.

Course Title: Access Intermediate

Date: March 22, 2016

Build upon the concepts learned in Access Basic. Further explore creating and organizing tables and records; working with properties; queries; forms; and creating reports.

Course Title: Adobe Acrobat: Creating Forms

Date: March 17, 2016

Times: 1 pm to 4 pm

This course demonstrates how to design a form from scratch and then add interactive fields like check boxes, buttons, drop-down lists and digital signature fields; and how to add field calculations like sum or average. The course also covers how to enable forms for Acrobat Reader users, add security to a form, distribute it via email or the web, and collect data from recipients.

**All computer training classes are held in the County Government Building,
in the Computer Training Room,
from 9:00 am until 12:00 pm (unless otherwise noted).**

Course Title: Adobe Acrobat: Tips & Tricks

Date: May 18, 2016

This course reveals Adobe Acrobat's hidden gems and demonstrates secret techniques used by Acrobat power users. Students will learn how to edit text and graphics directly within the PDF, add the Typewriter tool to the toolbar, create a better default view for portfolios, output double-sided pages and more. These tools can be put to use immediately on the PDFs that users receive and distribute every day.

Course Title: Excel Basic

Dates: September 22, 2015 OR January 13, 2016

This class covers the basic functions and features of Excel. After an introduction to spreadsheet terminology and Excel's window components, students will learn how to use the Help system and navigate worksheets and workbooks. Then they will enter and edit text, values, formulas, and pictures, and they will save workbooks in various formats. Students will also move and copy data, learn about absolute and relative references, and work with ranges, rows, and columns. This course also covers simple functions, basic formatting techniques, and printing. Finally, students will create and modify charts, and learn how to manage large workbooks.

Course Title: Excel Intermediate

Dates: November 9, 2015 OR March, 9, 2016

This class builds on the skills and concepts taught in the Excel 2010: Basic course. Students will learn how to use multiple worksheets and workbooks efficiently, and they will start working with more advanced formatting options including styles, themes, and backgrounds. They will also learn how to create outlines and subtotals, how to create and apply cell names, and how to work with tables. Students will save workbooks as Web pages, insert and edit hyperlinks, and learn to share workbooks by email. This course also covers advanced charting techniques, use of trendlines and sparklines, worksheet auditing and protection, file sharing and merging, and workbook templates.

**All computer training classes are held in the County Government Building,
in the Computer Training Room,
from 9:00 am until 12:00 pm (unless otherwise noted).**

Course Title: Excel Advanced

Dates: December 2, 2015 OR April 14, 2016

Times: 12/02: 9 am to 12 pm; 4/14: 1 pm to 4 pm

Students will work with advanced formulas, as well as lookup functions, such as VLOOKUP, MATCH, and INDEX. In addition, students will learn about data validation and database functions such as DSUM. They will learn how to work with PivotTables and PivotCharts, how to import and export data, and how to query external databases. Finally, students will learn about the analytical features of Excel (such as Goal Seek and Solver), running and recording macros, SmartArt graphics, and conditional formatting with graphics.

Course Title: Excel Advanced Formatting Techniques

Date: May 3, 2016

Shares simple and powerful tips for making Excel spreadsheet data readable and understandable.

Course Title: Excel Advanced Formulas and Functions

Date: June 7, 2016

This course demystifies formulas and some of the most challenging functions in Excel and shows students how to put them to their best use. Students will learn about building block functions, along with a few critical keyboard shortcuts that will speed up working with Excel data. We will also cover how to perform advanced searching and data retrieval with LOOKUP functions, tabulate data with counting, statistical, and math functions, reformat data with text functions, and work with financial data using advanced formulas.

Course Title: Excel Charts in Depth

Dates: September 29, 2015

Times: 1:00 pm to 4:00 pm

Analyze and communicate the data in spreadsheets more efficiently with charts in Excel. Students should have a basic to moderate understanding of using Excel.

**All computer training classes are held in the County Government Building,
in the Computer Training Room,
from 9:00 am until 12:00 pm (unless otherwise noted).**

Course Title: Excel Functions in Depth

Date: March 30, 2016

Shows how to perform a wide range of financial calculations quickly and easily using the many financial functions found in Excel 2010. Students should have a basic to moderate understanding of using Excel.

Course Title: Introduction to Computers, Part I

Dates: October 6, 2015 OR January 5, 2016

Introduction to using the computer keyboard. This class focuses on basic typing skills, and is intended as an introduction for novice computer users. Students will learn the basic parts of a computer, how to operate a computer, open a program, and create and save a file.

Course Title: Introduction to Computers, Part II

Dates: November 4, 2015 OR February 3, 2016

This class builds upon the concepts students learned in Introduction to Computers, Part I. Students will learn how to open and change a file, use the various toolbars, and use the various features of computers.

Course Title: Micro Soft Office 2010 Tips & Tricks for Business Users

Dates: October 14, 2015 OR February 9, 2016

Description: This class will demonstrate numerous Tips and Shortcuts for working more efficiently with Microsoft Office 2010. Students will walk away with the knowledge on how to get more done in Word, Excel, and PowerPoint.

**All computer training classes are held in the County Government Building,
in the Computer Training Room,
from 9:00 am until 12:00 pm (unless otherwise noted).**

Course Title: Micro Soft Publisher for Beginners

Date: October 27, 2015

This course reviews the core features & functions of Publisher 2010. Students will learn how to navigate the Publisher interface, create and edit publications, arrange text and pictures, work with master pages, and create and format tables. They will also learn how to flow text across text boxes, create a facing-pages layout, export publications to PDF, and prepare publications for commercial printing.

Course Title: Course Title: PowerPoint Basic

Date: February 24, 2016

This class covers the basic functions and features of PowerPoint 2010. After an introduction to PowerPoint's window components and Help system, students will learn to create, save, and rearrange presentations. Then they will format text, use drawing objects, work with graphics, and insert tables and charts. They will then learn to use templates and themes, slide masters, and transition effects. Finally, students will learn to proof, run, and print presentations.

Course Title: Publisher 2013 Essential Concepts

Dates: April 5, 2016 OR June 8, 2016

Description: This class will demonstrate some of the Beginner concepts not covered in the Intro Class as well as Intermediate level concepts. Students will receive hands-on training in editing text/content in a publication, formatting graphics in a publication, basic design options and typography.

**All computer training classes are held in the County Government Building,
in the Computer Training Room,
from 9:00 am until 12:00 pm (unless otherwise noted).**

Course Title: Word Basic

Dates: September 16, 2015 OR February 18, 2016 OR April 13, 2016

Times: 9/16: 9 am to 12 pm; 2/18: 1 pm to 4 pm; 4/13: 9 am to 12 pm

This class covers the basic functions and features of Word. After an introduction to Word's window components, students will learn how to use the Help system and navigate documents. Then they will enter and edit text, create and save documents, and learn how to enhance the appearance of a document by using various formatting options. They will also create tables, insert headers and footers, proof and print documents, and insert graphics.

Course Title: Word Intermediate

Dates: November 3, 2015 OR March 1, 2016

This class builds on the concepts taught in Word Basic. Students will work with styles, sections, and columns and will use the Navigation pane to work with outlines. They will format tables, print labels and envelopes, and work with graphics. They will also use document templates, manage document revisions, and work with Web features.

Course Title: Word Advanced

Dates: December 9, 2015 OR May 11, 2016

Students will perform mail merges, create and use forms, and create master documents that include a table of contents, a table of figures, footnotes, endnotes, an index, bookmarks, cross-references, and Web frames. They will also create macros, customize the ribbon and Quick Access toolbar, and work with XML documents.

Course Title: Word Building Blocks & Macros

Date: September 24, 2015

Time: 1:00 pm to 4:00 pm

Students will learn how to cut time spent on document creation by taking advantage of building blocks and macros in Microsoft Word. This course will demonstrate how to create, store, and effortlessly reuse pieces of document information such as boilerplate text, graphics, tables, shapes, fields and content controls. Lastly, students will learn how to record macros to capture the steps in your workflow and run them with a single click.

**All computer training classes are held in the County Government Building,
in the Computer Training Room,
from 9:00 am until 12:00 pm (unless otherwise noted).**

Course Title: Word Forms in Depth

Date: May 24, 2016

Offers in-depth instruction on the form creation tools found in Word. Students should have a basic understanding of Word.

Course Title: Word Mail Merge

Dates: January 20, 2016 OR April 26, 2016

This class takes you step by step through the process of creating a mail merge. Find out how to prepare source data, create a document, and merge the two to create individualized letters, envelopes, labels, and more.

Course Title: Word Styles in Depth

Date: June 1, 2016

This class shows how students can save time and create consistent, well-designed documents using Word styles. Students should have a basic understanding of Word.